

Heritage Waterside Luxury Senior Living Covenant

Welcome to the Heritage Waterside family! As a new team member, you are stepping into a culture built on integrity, compassion, and excellence. Our community is the home of our residents, and we are here to support, nurture, and enhance their lives. This covenant serves as a commitment to upholding the values that make Heritage Waterside an extraordinary place to work and live.

Our Core Commitments

1. **Integrity & Morals:** Every action and decision should reflect honesty, ethical conduct, and strong moral character.
2. **Love & Compassion:** We approach our work with genuine care, treating our residents and teammates with warmth and kindness.
3. **Respect for Teammates & Residents:** We honor and appreciate one another, recognizing that a strong, supportive team creates the best environment for our residents.
4. **Understanding Our Purpose:** Our residents' comfort and well-being come first. This is their home, and we are here to support and uplift them every day.
5. **Protecting Our Culture:** Our culture is our foundation. Each team member is responsible for upholding and protecting it.
 - a. Any toxicity must be reported immediately to the Executive Director verbally.
 - b. Gossip, negativity, and speaking poorly about teammates or company policies and procedures will not be tolerated.
 - c. Leaders and managers will guide all employees in maintaining a culture of positivity and support.
6. **Commitment to Improvement:** If a system or protocol isn't working, employees are encouraged to use the **1-3-1 Rule**:
 - a. **1:** Define the problem.
 - b. **3:** Provide three possible solutions.
 - c. **1:** Make a final recommendation.
7. **Welcoming Atmosphere:** Every employee is expected to greet and welcome anyone they do not recognize, ensuring all guests, residents, and staff feel valued and included. "Welcome to Heritage Waterside"
8. **Teamwork & Support:** We look out for one another, offering help whenever needed to create a seamless and supportive work environment.

9. **Going Above & Beyond:** Every team member is committed to exceeding expectations, ensuring our residents experience the highest level of care and joy in their home.

By signing this covenant, you acknowledge and accept these values as a fundamental part of your role at Heritage Waterside Luxury Senior Living. You commit to upholding our culture, ensuring that every action you take aligns with our mission of love, respect, and excellence.

Team Member Print: _____

Team Member Signature: _____

Date: _____

Executive Director: _____

It is my sincere pleasure to welcome you to what will be a wonderful journey for all of us! I can bring opportunity, but I cannot bring determination. That must come from you.

At Heritage Waterside we are all on the same page and that page is HAPPINESS!

Truly Yours, Corey Shenk